

NOMINATION FOR AWARD		
AWARD Director's Award for Special Achievement - Crisis Situation	CATEGORY (If Applicable) Unit	AWARD PERIOD 1 Jan - 31 Dec 2001
RANK/NAME OF NOMINEE (First, Middle Initial, Last) Warner Robins Air Logistics Center	SSN (Enter Last 4 Only)	MAJCOM, FOA, OR DRU AFMC
DAFSC/DUTY TITLE	NOMINEE'S TELEPHONE (DSN & Commercial) DSN 468-2137 Cmccl 478-926-2137	
UNIT/OFFICE SYMBOL/STREET ADDRESS/BASE/STATE/ZIP CODE WR-ALC/PA 215 Page Rd Ste 106 Robins AFB, GA 31098-1662		
RANK/NAME OF UNIT COMMANDER (First, Middle Initial, Last)/COMMANDER'S TELEPHONE (DSN & Commercial) Maj Gen Dennis G. Haines/DSN 468-2121 Cmccl 478-926-2121 dennis.haines@robins.af.mil		
SPECIFIC ACCOMPLISHMENTS (Use single-spaced, bullet format)		
<p>Overall Effectiveness of Program</p> <ul style="list-style-type: none"> - Georgia was rocked by its worst military disaster ever when the ANG lost 21 members in the crash of an Army C-23 Sherpa 45 miles from base on Saturday, March 3--the story topped CNN for two days - Perfect PA response averted additional disaster by steering frustrated media frenzy away from stories of carnage, blame and speculation toward poignant description and narration for five days on scene <ul style="list-style-type: none"> -- Media praised the response as "best ever" interaction with military PAOs; resounding, unanimous -- Army Test Center commander called PA response best of his OSC career; stunned by performance -- SAF/PA: "effort was textbook;" CSAF and his crisis action team deeply impressed by handling -- Fla. and Va. Guard units and Bureau said sensitivity and compassion rivaled anything they'd seen -- Former deputy director of FAA and OSC at tragic ValuJet crash said PA was finest he'd ever seen - Thoroughness of response saturated every step, every decision, from impact to response, recovery, transfer, and closure for families, units of members lost and Robins AFB family plus Middle Georgia - Instructors from OSC school and PACE traveled to Robins personally for day-long debrief <p>Research and Planning</p> <ul style="list-style-type: none"> - Months of ORI prep training had drilled deeper and deeper into layers of "what if" rehearsal <ul style="list-style-type: none"> -- Hours of PA tabletops and hot washes led to everyone's razor sharp mental and training edge -- Teamwork was multiplied by cross-over training for every person; backups in every role - When accident response exhaustion set in, PA relied on reinforcement PAOs at AFMC/PA and SAF <ul style="list-style-type: none"> -- 15 Robins PAs responded for five days, nearly around the clock; best-trained responders worked in tandem with new talent to make sure communication efforts were flawless and one step ahead -- Brilliant staff management in three locations sustained the effort, the emotions and reconstitution - Strong relationships with key leaders, built over time and through exercises, eased their load and PA <ul style="list-style-type: none"> -- PA at top of everyone's list; among the first called and among small cadre in very first convoy -- PA credibility prevailed in removal of remains plan--semi went out secret road, no 'meat truck' pix -- Safety Center commander adamant about keeping PA on scene, breaking with Army procedure - Midnight situation meeting with AFMC/PA & SAF/PAZ set up concept of operations plan for all involved parties (Army, USAF, ANG, Fla. and Va. Guard) that exemplified coordinated response and enabled "one voice"--made the difference in media tone and cooperation throughout; superb job! <p>Program Execution and Evaluation</p> <ul style="list-style-type: none"> - Quickness and sureness in every move and decision assured momentum! Leadership and initiative! <ul style="list-style-type: none"> -- First PA at Wing Ops Center within 10 minutes of alert; entire team up in an hour; seamless effort - Ops center, on-scene situation & media center tempo never slowed; intense & relentless demands <ul style="list-style-type: none"> -- CSAF personal involvement first day and continued top-level monitoring kept three centers HOT -- WOC did "jump ahead" planning; hub for information and problem resolution--no train wrecks! -- Media Center fielded hundreds of queries and beepers; zero defects--errors set straight; proactive! -- On scene deflected negative approaches; painted endless word pictures about conditions and activities at site that enabled reporters to file moving, dignified stories; CNN and others went live with OSC; everyone sent their "first team"--low content or shutout would have enraged them! <p>Innovativeness of Program</p> <ul style="list-style-type: none"> - Divided response into three information phases: What happened? What are you doing about it? Can we see it? Anticipated media's wants/needs and focused information around those reporting angles - Allowed photography of staging area day two and ECP within sight of wreckage day three--no photography closer than 300 yards in deference to families; media responded well; families relieved - Produced TV features of recovery, transfer of remains honors for Georgia and provided copies to families and units of members lost; hit the mark in helping grief and closure for them; superb tribute - Army investigator asked for our video documentation; little wonder, it greatly exceeded standard fare - PA was key player in tribute service for Georgia and base to begin healing--consummate PA role 		

NOMINATION FOR AWARD *(Continued)*

RANK/NAME OF NOMINEE *(First, Middle Initial, Last)*

Warner Robins Air Logistics Center

SPECIFIC ACCOMPLISHMENTS *(Use single-spaced, bullet format) (Continued)*

SIGNIFICANT CONTRIBUTORS

Lt Col Deborah Bertrand

Judy Smith

John Birdsong

Faye Williams

Phil Rhodes

Capt Scott Covode

2d Lt Bryan Reed

Roland Leach

Tim Kurtz

Lisa Ham

Lisa Mathews

Margie Geise

Sue Sapp